building relationships with **difficult** colleagues

Learn approaches to deal with your difficult colleagues and master the art of working with them

1. **Take a keen interest.**
   Find out what they like to do with their spare time and get to know them. Find common ground as this will help you build a relationship.

2. **Try to understand why they are being difficult.**
   They may be being a difficult colleague for a number of unknown reasons to you, so don’t assume anything. They may have a crazy workload, loads going on at home or just not feeling themselves. Be patient and understanding when you need to.

3. **Understand the way they work.**
   They may be the type of person who doesn’t like to hear lots of detail and just wants to get straight to it or, they may want the full background to a situation so that they feel involved and valued. Adapt your working style to suit them to get the most out of your conversations and build rapport.

4. **Ask for their advice.**
   Make them feel involved, listen, be considered and ask them what they think would be best. This will help you build mutual respect.

5. **Always act the same.**
   Don’t change who you are in an attempt to get the best possible outcome from your colleague. Stay true to yourself and stand your ground when you need to – they will respect you more for this in the long run. Remember a positive outlook is much more likely to lead to a positive outcome.

6. **Is it you?**
   Be self-aware; learn about your strengths and weaknesses and try to understand why your actions may trigger certain responses. Be mindful and take a step back to consider how they may react to a situation. This will help you rethink your approach and will lead to a more positive outcome.

Try our Handling Difficult People and Situations course! For more information visit [hemsleyfraser.co.uk/hdp](http://hemsleyfraser.co.uk/hdp) or call our friendly team on **0345 071 2801**

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